

QPRC Aquatics

Swimming Lesson Terms and Conditions

Terms and Conditions (for all individuals/external hirers)

Parents/guardians and students must abide by QPRC Aquatics Overall Terms and Conditions and accept the Payment Guidelines which can be viewed at <https://qprcaquatics.com.au/about-us/terms-and-conditions-1/>

QPRC Aquatics reserves the right to alter our Swimming Lesson Terms and Conditions.

When QPRC Aquatics accepts your enrolment, parents/guardians acknowledge that they are bound by the terms and conditions set out in this document. QPRC Aquatics reserves the right to cancel your enrolment.

Our primary communication method is by email to your nominated email address. Please notify us about anything relating to your enrolment by emailing aquatics@qprc.nsw.gov.au

QPRC Aquatics lessons are scheduled in conjunction with the NSW School Term dates which may vary in duration.

QPRC Aquatics lessons are not held on NSW public holidays; if a student's scheduled lesson falls on a public holiday in NSW they will not be charged for this lesson.

We will make every effort to follow the timetable. QPRC Aquatics reserves the right to cancel or combine lessons, alter timetables, and change swim teachers to meet operational requirements.

A parent/guardian must tell QPRC Aquatics of a student's pre-existing injuries, medical conditions, or health concerns and any changes to the student's health that may affect their ability to take part in the program.

A parent/guardian may request to change the student's scheduled lesson. Whilst every effort will be made to accommodate requests, it will depend on the current availability and no guarantee can be made to meet requests.

Students who miss a lesson will not be entitled to a credit, refund, or make-up lesson.

Students who are unwell must not attend their lesson. If a student attends and staff consider them unwell, their Parent/Guardian will be asked to take the student out of the lesson.

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Credits are considered for medical reasons, lessons cancelled by QPRC Aquatics or unplanned pool closures. If QPRC Aquatics cancels a lesson, a one-off credit will be applied to your account and can only be used towards future payments for swimming lesson enrolments at QPRC.

All medical suspension requests must be accompanied with a valid medical certificate that states the student is unfit for swimming. It must include the dates the student is unable to take part in the program, including weekends. Requests for suspension must be emailed to QPRC Aquatics.

Your child must wait by the side of the pool before their lesson begins and should only enter the water when invited by their swim teacher.

Parent/guardians must be seated near their child's lesson and easily reachable by the swim teacher and deck supervisor to provide assistance if needed.

Students under three years old cannot take part in lessons unless a responsible adult is also involved.

All students who are not fully toilet trained must wear aids appropriate for water activities such as correct aqua nappies whilst in the pool. Ordinary nappies (cloth or disposable) are unsuitable for use in the water.

Students younger than Year 7 will need to be supervised by a responsible person 16 years or older who can provide a high level of supervision. ID must be provided if requested.

Our Keep Watch at Public Pools policy must be followed:

- For 0-5 year olds and non-swimmers, parents/guardians must remain within arm's reach.
- For 6-10 year olds and weak swimmers, parents/guardians should stay close, be prepared, and maintain constant visual contact.
- For 11-14 year olds, parents/guardians must maintain visual contact.

Family members can watch lessons at no extra charge. If family members wish to swim before or after lessons, they will need to pay entry fees.

Students can swim recreationally up to 30 minutes before or after lessons without any extra charge if lane space is available.

Payments, continued enrolment, and cancellations

New or continued enrolments will not be accepted if the client has any outstanding debt to QPRC Aquatics.

Full program fees must be paid before week two of the term or by fortnightly direct debit regardless of attendance.

Enrolment in a program does not automatically cancel at the end of the term. It will continue until the student, or their Parent/Guardian give five working days written notice of cancellation by email to QPRC Aquatics.

If your invoice is still unpaid by week two your child will not be able to attend their lesson until the outstanding payment is made.

If one direct debit payment fails, we will try to send a revised invoice showing the adjusted schedule which will include the missed payment.

Two missed direct debit payments may result in immediate cancellation of your direct debit agreement and lessons. Full payment of the outstanding invoice must be made to be booked into lessons again.

All refunds and/or credits are at the sole discretion of QPRC Aquatics. Refunds will be subject to an administration fee.

QPRC is a recognised provider for NSW Active Kids Vouchers; vouchers must be sent by email before week two. Please allow 15-30 days for processing these vouchers.

If a voucher has been given, payment of the remaining amount owing must be made before week two of the term. If your payment method is by direct debit, you will be notified by email of your new payment amounts after the voucher has been put on your invoice.

School holiday or other special program fees must be paid in full at the time of enrolment.

Agreement

By ticking the box "I agree to the Terms and Conditions" the individual (and if applicable the Parent/Guardian) acknowledge and accept the Terms and Conditions.

By entering the premises, the individual (and if applicable the parent/guardian) acknowledge and accept the Terms and Conditions.